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August 17, 2021

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd
Chief Clerk/Executive Director
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, SC 29210

**Re: Public Service Commission Review of South Carolina Code of Regulations
Chapter 103 Pursuant to S.C. Code Ann. Section 1-23-120(J)
Docket Number: 2020-247-A**

Dear Ms. Boyd:

On June 11, 2021, Commission Staff issued a proposed customer bill insert based on comments filed in the above-referenced docket and made orally during the May 28, 2021 workshop. Although no deadline has been set for comments on the proposed customer bill insert, Duke Energy Carolinas, LLC and Duke Energy Progress, LLC (the “Companies”) are writing to provide their input on the proposed customer bill insert.

The Companies have reviewed the proposed customer bill insert and appreciate the Commission’s efforts to create customer communications that are easy to read and that will allow more of the Companies’ customers to understand the proceedings that take place before the Commission. The Companies do, however, echo the concerns of the SouthWest Water Utilities, outlined in their June 15, 2021 filing in this docket, as related to the header titled “WHAT DOES ABC ELECTRIC COMPANY WANT.” The Companies believe this language could be misleading to customers as there are many filings before the Commission that are not discretionary to the Companies and that the Companies are required to make each year, or every two years. Below, the Companies suggest alternative headers that could replace the one currently in the proposed customer bill insert. The Companies believe these alternative headers would still convey the relevant information to customers in an easy-to-understand way:

- WHAT IS THIS DOCKET ABOUT?
- WHAT IS THE COMMISSION CONSIDERING IN THIS DOCKET?
- WHAT ARE THE KEY COMPONENTS OF THE PROPOSAL FILED BY ABC ELECTRIC COMPANY, INCLUDING ANY PROPOSED RATE CHANGES?

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Again, the Companies believe it would benefit utilities, the Commission, potential intervenors, and customers to revise the language of the proposed customer bill insert so it is clear that the dockets do not always contain discretionary requests from the Companies, but rather filings that are required by statute or regulation.

By copy of this letter, I am serving all parties of record via electronic mail.

Sincerely,

A handwritten signature in blue ink that reads "Katie M. Brown". The signature is written in a cursive, flowing style.

Katie M. Brown

cc: Parties of record